



STATE OF DELAWARE
PUBLIC SERVICE COMMISSION

861 SILVER LAKE BOULEVARD
CANNON BUILDING, SUITE 100
DOVER, DELAWARE 19904

June 22, 2005

RECEIVED & INSPECTED

JUN 23 2005

FCC - MAILROOM

TELEPHONE: (302) 739 - 4247

FAX: (302) 739 - 4849

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

RE: CG Docket 03-123
Telecommunications Relay Service (TRS) Consumer Complaint Logs

Dear Ms. Dortch:

This letter is in response to the Federal Communications Commission's (FCC) requirement that states and TRS providers maintain a consumer complaint log regarding all TRS complaints in their state (47 C.F.R. § 64.604). Verizon Delaware Inc. is the state contact for any TRS issue in Delaware. Eloise Murphy is Verizon Delaware's assigned expert. Verizon's contracted vendor, AT&T, provides monthly complaint logs to Verizon and the Delaware Public Service Commission. Teresa Feeney of AT&T Relay Services is the TRS Account Manager. The Complaint Log was submitted directly to the FCC by AT&T on June 16, 2004. A hard copy and copy on disk of the Complaint Log Summaries for Delaware are also included with this letter.

Pursuant to 47 C.F. R. § 64.604(c)(2)(i), Constance A. Welde at the above address is the designated TRS person for the Delaware Public Service Commission to receive TRS complaints and inquiries, etc. Ms Welde's telephone number is (302) 739-3227 Ext. 17 and her email address is constance.welde@state.de.us. The Delaware Public Service Commission has received no consumer complaints, grievances, inquiries or suggestions in the past year regarding TRS. Therefore, it has no summary complaint log to file with the FCC.

Sincerely,

Constance A. Welde

Constance A. Welde
Public Utilities Analyst
Delaware Public Service Commission

Cc: Dana Jackson, Consumer and Governmental Affairs Bureau (via email)
Teresa Feeny, AT& T Relay Services (via email)
Eloise Murphy, Verizon Delaware Inc. (via email)

11/12/05 10:00 AM
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**DELAWARE RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 – MAY 2005**

June 2004 – Nothing to report.

July 2004 – Nothing to report.

August 2004 – Nothing to report.

September 2004 – Nothing to report.

October 2004

TTY October 14, 2004

The customer complained that it took 10 - 15 minutes for a CA to answer his call.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience and advised the situation would be investigated.

Contact Closed: October 14, 2004

FCC: Answer Performance

November 2004 – Nothing to report.

December 2004 – Nothing to report.

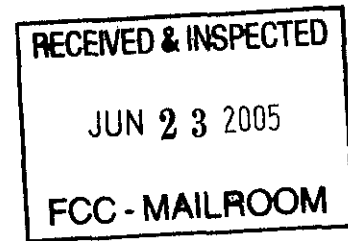
January 2005 – Nothing to report.

February 2005 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.



AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005

Complaint Summary by Category

DELAWARE

As of 6/8/2005

Complaint Category	2004						2005						Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency													0
Confidentiality													0
Verbatim													0
Typing Issues													0
In Call Replacement													0
Answer Performance					1								1
Gender Accommodation													0
Total	0	0	0	0	1	0	0	0	0	0	0	0	1

AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005

DELAWARE

As of 6/8/2005

Delaware	2004						2005						TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE													0
TTY					1								1
TOTAL	0	0	0	0	1	0	0	0	0	0	0	0	1

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